

Sarah Walker

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PROFILE

A hardworking, reliable and enthusiastic person with extensive warehouse and forklift truck driving experience. Outgoing with strong and effective organisational and communication skills. Good team player and able to use own initiative to achieve both personal and company objectives. Good computer skills. Versatile, learning new tasks and skills quickly.

KEY SKILLS / ATTRIBUTES

- Forklift, Counter Balance and Narrow Aisle truck licences
- Excellent customer service, communication and time management skills
- Natural problem solver with the ability to multi-task and thrives on challenges
- Highly motivated with a desire to achieve high standards
- Ability to cope with change and adaptable to new situations
- Flexible and supportive team player, capable of working under pressure

CAREER HISTORY

ACTIVELY SEEKING EMPLOYMENT

Jan 2010 – Present

AMAZON

Nov 2005 – Dec 2009

Warehouse Forklift Operative

- Responsible for handling, loading and unloading incoming and outgoing orders within tight timescales using a variety of forklift trucks
- Checked the weights and measurements of all incoming and outgoing orders
- Liaised with the operational team regarding the movement of incoming and outgoing orders and dispatching the delivery notes on a daily basis
- Operated and maintained a variety of warehouse vehicles and machinery including Forklift, Counter Balance and Narrow Aisle trucks
- Moved goods packed on pallets or in crates around the warehouse facility, stacking these into the correct storage bays and following strict stock control instructions
- Maintained the warehouse to high standards, ensuring the floors were clear of any obstacles and racking systems and machinery were kept clean
- Operated the in house company database which stored information relating to customer orders and stock and quality control
- Worked individually as well as part of a team, demonstrating a strong team work ethic
- Demonstrated excellent observation skills and the ability to apply good judgement in difficult situations, providing a calm and mature response
- Developed a disciplined and organised approach to prioritise the workload
- Complied with strict Health and Safety, Fire Awareness and Security procedures, policies and standards

ZARA

Jul 2001 – Oct 2005

Retail Assistant (Part Time)

- Promoted a welcoming environment where customers received great service and endeavoured to maintain the shop to exceptional standards
- Stocked clothes and accessories, and ensured products were presented neatly on rails and on the display areas, keeping the area safe of hazards at all times
- Undertook stock checks and ensured orders were placed to maintain optimum stock levels to meet customer demands
- Dealt with customers' enquiries or complaints face-to-face and resolved any issues quickly and efficiently and passed them onto a manager if required

General CV

- Assisted customers with their purchases and advised when requested items would be available in the store or from stores in other locations
- Regularly involved in store promotions, advertising special offers and discounts on products as well as promoting store cards to eligible customers
- Responsible for checking and unpacking stock deliveries, correctly pricing items, attaching security tags and displaying goods encouraging customers to make purchases
- Responsibly operated the till, handling cash and credit/debit cards
- Adhered to security issues concerning stock and cash, minimising the opportunity for shoplifting and theft
- Demonstrated confidence and tact when dealing with demanding customers
- Developed excellent communication, customer service and listening skills, as advised customers on latest fashion and trends
- Complied with strict Health and Safety in the Workplace, Retail Law, Security, Welfare and Fire Safety procedures, policies and standards

RAISED FAMILY

Apr 1998 – Jun 2001

THE WHITE LION PUBLIC HOUSE

Jan 1997 – Mar 1998

Bar Associate

- Promoted a welcoming and relaxing atmosphere, where customers received a friendly and efficient service, and endeavoured to maintain the bar to exceptional standards
- Presented menus, took orders for food and drinks and once the orders were ready, the food and drinks were served in a friendly and courteous manner
- Served customers with a variety of drinks, snacks and hot food throughout the day
- Responsible for ensuring the glasses were washed, the tables, floor and bar areas were clean
- Dealt with payments promptly and responsibly operated the till, handling cash and credit /debit cards, reconciling the monies at the end of each evening
- Remained alert and observant for any situations of conflict, with the skills to prevent matters escalating
- Confidently requested formal identification from any customers that appeared to be under age
- Displayed the ability to remain calm under pressure whilst delivering excellent service

Further Career History available on request

QUALIFICATIONS

- NVQ Level 2 in Customer Service, Kingston College, Surrey
- GCSE passes: Mathematics (B), English (B), Biology (C), Chemistry (C), Geography (D), History and French, Imperial High School, Hertfordshire

TRAINING

- Building Strong Customer Relationships
- Dealing with Challenging Customer Interactions
- Negotiating Skills in Action
- Effective Time Management
- Food & Hygiene
- Health and Safety at Work
- First Aid at Work
- Manual Handling
- Fire Safety
- Flammable Liquid Safety

IT SKILLS

- Microsoft Word, Excel, PowerPoint and Email

ADDITIONAL INFORMATION / INTERESTS

- Volunteer at the local school, twice a week, getting involved with fund raising events and helping the young children with their activities
- Enjoy reading, walking, cooking and socialising with family and friends
- Additional languages: Spanish (fluent) and French (conversational)
- Driving licence: Full, clean UK licence

References available upon request